

I. Call to Order: 1:40 p.m. Chairman Cadman

A. Roll Call

Present: Jack Arrowsmith, Bob Feingold, Kent Glassman, Bill Hobbs, Greg Jenik, Mike Locatis, Don Mares, Gerald Marroney, Senator May, Rico Munn, Representative Cadman

Excused: Evan Dreyer, Roxy Huber

Quorum established

B. Audience Introduction

Chairman Cadman bypassed the audience introduction until sign in sheet was complete.

C. Approval of August 2, 2007 Meeting Minutes

MOTION: To approve the August 2, 2007 Meeting Minutes.

1st – Jack Arrowsmith

2nd – Don Mares

Approved unanimously

II. Committee Reports

A. Business Committee - Gregg Rippy, SIPA Executive Director

Business Portal Feasibility Study

Gregg Rippy stated that he feels very good about how things are progressing with the Business Portal Feasibility Study. He has a weekly meeting with Jill Weisbrod from North Highland, Bob Feingold, Kent Glassman, and Dan Morrison from Colorado Interactive (CI).

Jill Weisbrod stated that she has been working on the study since mid July. She would like to talk about the milestones of the project and approach to give the Board an idea of where things are heading. Referring to the handout, she stated that they are currently in the Analysis Phase. They have concluded the kickoff stage and met with 5 Executive Directors and key stakeholders from DOR, SOS, DORA, CDLE, and OEDIT. They went through functionality and interest to move forward with the Feasibility Study. She scheduled meetings next week to talk to each agency about what the organizational and technological boundaries might be and will continue to work with these agencies and the Board of Directors to put together information to decide a "go" or "no go". Currently they are targeting for December. This will depend on the availability of the stakeholders. If it was a "go", they would then put together a pilot phase.

Discussion:

Don Mares said that CDLE has an issue of functionality on their Website. He asked that if the Business Portal would connect to the site or create a new process.

Jill Weisbrod stated that it is all part of the feasibility study. If the Board decides to move forward with the Business Portal, that may be a feature of Phase II. Again, it is important to find out from the agencies if there are issues out there that need to be addressed before moving forward. Some of the agencies are finding that the Business Portal would only add value if they were to change certain issues on their end.

Don Mares said that he is trying to figure on whether to spend money and fix something on their site, or to wait to see if the Business Portal goes through.

Dan Morrison said that in terms of assessment, they are looking to these agencies on guidance. If the website is an issue, he encourages those agencies to speak to CI offline to see if they can help with anything.

Business Portal (Continued)

Gregg Rippy stated that the communication plan for the Business Portal Feasibility Study is a key component. Please contact Gregg if the Board would like more information and if they feel there are some gaps. This communication plan could be a template for project management. Gregg Rippy has been talking with Mike Locatis, and he is a firm believer that there should be strong communication.

Discussion:

Rico Munn asked to what extent this analysis would dive into some of the gaps of DORA. A lot of these issues that he cares about reside at the county level and he asked if it is worth it without that piece.

Jill Weisbrod said initially the focus is the state agencies. Looking at the counties would be in phase II. They are also having conversations with the IRS and pulling them into the process.

Rico Munn said that DORA used to do what the Business Portal would do, but in a physical sense. Citizens could walk in and fill out all the necessary forms in person. It was discontinued in the late 90's. He also recommended that we take a look at the small business administration.

Jill Weisbrod said that they are working with OEDIT and they mentioned a similar focus on small businesses.

Gregg Rippy said that Rico Munn makes a very valid point. So far that they are pretty clear on what is out there for State agencies. They have found what is there, and the agencies have identified what they were missing. Before starting this process, they looked at other states, especially those that drilled down to counties. Depending on the maturation period of the Business Portal, there would be some recognition for the counties and maybe even link to the forms for the counties.

B. Finance Committee, Gregg Rippy

Proposed Budget

Gregg Rippy wanted to talk about the wide spreadsheet for the proposed budget. There is also a collapsed version of the P&L. For the very conservative budget, it shows a net income of \$164,200.00, and this number will only increase. He brings this up for a couple of reasons. One, there are some issues that Gregg Rippy would like to talk about at the November Retreat that should be considered for the use of those funds. SIPA is at the reserve balance that they were shooting for 18 months ago, and therefore now at zero base budgeting. Outside of the proposed budget, the Board of Directors should be thinking about what they would like to do with these funds. It is Gregg Rippy's job to put some ideas out there, but it is the Boards decision in the end. The income is somewhat understated from the previous year. He always feels better sand-bagging a budget with underestimating incomes and overestimating expenses.

SIPA Budget

Gregg Rippy would like the approval to increase the pay for his assistant, Kathy Gappinger, as she has exceeded his expectations thus far. As the board looks at the increased occupancy cost, SIPA has not been charged for the tenant finish for the office (633 17th Street) and so he made sure to budget that in and spread it out over a monthly cost. Monthly cost is \$2,400, and he has it budgeted at \$4,100. Subsequent years will be lower from here on out. Looking at professional fees, it is substantially higher than a year ago. This picks up the commitment for consulting, IV&V, and legal counsel. In October, employee costs of \$19,000 are for the 5 Board Members that are attending the NIC Partner Conference. He could have put it under functions, but he likes to keep functions a little different. That shows a minus of \$800 for that month, he would be very surprised if that is what actually happens.

Discussion:

Senator May asked for clarification on the occupancy figure and asked if the amount will go up for the lease.

Gregg Rippy replied that it is a multiple year contract and it will go up. This is all spelled out in the lease agreement. The increase is not significant, and the lease is at least 5 years, possibly 10 years. The reason that you will see some variation in the current occupancy fee is because there might be a different phone bill from month to month.

Don Mares said that he appreciates what Gregg Rippy is trying to do with the money in October, but he is a little concerned on where the NIC conference amount is placed in the budget. It should probably go under functions.

Gregg Rippy said that he acknowledges that, and will make that change. That is why he pointed it out because he too had some issues on it.

Chairman Cadman asked if Gregg Rippy could refresh the Board on what the reserve goal was.

Gregg Rippy said that it was at \$450,000. Equity to date is \$499,084.30 on the Profit & Loss statement at the end of July 31, 2007. SIPA is at that reserve goal. Originally the Board came up with this number, so that if for some reason they did not want to keep CI as a vendor, they would have a contract to terminate and pay a depreciative value for the license and hardware to keep the portal running. That is what that number was expected to represent.

Chairman Cadman asked if the \$164,000 is the additional money can be used for other projects.

Gregg Rippy replied yes.

Jack Arrowsmith requested that the Board revisit that reserve number and ensure that it is not too high or too low.

Gregg Rippy said that is entirely valid based on the fact that CI continues to add servers. They are also well down the road for the DR project. He will spend some time with Dan Morrison to discuss that. The flip side is that some of the older servers depreciate in value.

Senator May asked how many servers Colorado.gov is currently using.

Gregg Rippy said that there are 33 servers at 690 Kipling.

Senator May asked if they have backup eFor3t yet.

Gregg Rippy said that they are not yet, but they will bring forward a plan in the very near future. There are two disaster recovery plans. The first is to use eFor3t, and the second is to use a location in Pennsylvania or Texas. These are servers that NIC already owns, so there would be nothing to purchase. If for some reason the entire Front Range goes down, there would be static content though Colorado.gov and it would continue to operate through this server. There is currently some backup at 690 Kipling, but they wanted to have additional plans.

Gregg Rippy requested for a motion to approve the Budget and the increase pay of one employee.

MOTION: To approve the SIPA Budget and increase the pay of one SIPA employee.

1st – Don Mares

2nd – Jack Arrowsmith

Approved unanimously

July Financial Numbers

Gregg Rippy reported that as requested of Senator May, the Balance Sheet now shows the previous month. They did exceed proposed budget for the month. From here on out, he will give a Proposed vs. Actual Budget report.

Discussion:

Chairman Cadman asked for clarification on how these numbers change so drastically.

Gregg Rippy said that at the end of the fiscal year, it moves to retained earnings. The net income becomes the previous years retained earnings at day one of the new fiscal year.

Senator May asked if the Portal has any new revenue stream coming in this month.

Gregg Rippy said that they are increasing and maintaining the 80/20 balance. Where 80% is a free service and 20% is charged. There are some great projects in the pipeline, which Dan Morrison can talk about.

Senator May said that he does not have a problem with that, however his concern is spreading this revenue stream to numerous sources so the Portal is stable and not so dependant on any one-revenue stream.

Gregg Rippy said that Dan Morrison tracks the revenue by source and tracks those percentages so that they can build history to see that change.

Chairman Cadman requested for a pie chart in the next GM Report showing this.

ACTION ITEM: Add a pie chart in the next GM report showing percentages of revenue stream. (Dan Morrison)

Gregg Rippy said that it is good to get a sense of what other Portals are doing at the NIC Partner meeting. Hawaii does not use driver's license records as their primary revenue stream any more.

Dan Morrison said that while he was at the HI Portal it was a focus to diversify as fast as they could. A large number of applications are moving in the direction here and he can find a way to report that to the Board.

Senator May would like to see what CI has added every month to the GM Report.

Gregg Rippy said that there probably will not be a new revenue source each month, but when there is one, they will identify it as such.

ACTION ITEM: Add new applications/revenue streams to the GM report. (Dan Morrison)

Kent Glassman said that it appears that there is a flat monthly and a percentage for the SIPA revenue. This was probably negotiated from the Board when the revenue was pretty low, and asked if there is a complication in moving that.

Gregg Rippy said that the revenue share is somewhat high compared to other Portals. The reason that number was set was to cover basic operating costs of the Authority. He would have preferred a higher percentage and lower monthly guarantee. This is always up for discussion. Gregg Rippy always talks to Dan Morrison to make sure that the business is making a profit so that they can get more resources and complete more projects. It does not matter where the money goes, either to SIPA or CI, because it is all reinvested back to the Portal. There are a couple of good reasons for CI to have that money. One, it is good that the money goes back to CI because they pay tax in Colorado. Two, it is very important to give profit motivation and it is Gregg's job and the Board's job to monitor that. It is very transparent, as Gregg Rippy has CI's audit to insure that SIPA and the agencies are getting the money they are entitled to. Gregg Rippy believes that it is not the place of the authority to stock pile cash.

Gerald Marroney asked if SIPA should increase resources to get the number of counties and cities involved. He asked if they have the right number of staff internally to match what they have at CI. He knows that there is a balance of what we can do and what they can do, and asked if they have the right balance.

Gregg Rippy replied that he thinks the staff for SIPA is appropriate, and he is not sure that would be the best dollars spent. There are two places where he thinks the money is better spent. One would be to outsource rather than internalize. That is why the Board can see the increased spending on IV&V with Systest Labs and consulting with North Highland. He would hate to add FTE; unless the Board was certain that they need them, because they don't go away.

Gerald Marroney said that if SIPA does not have the staff, SIPA could make up the money with the sales. He asked how broad they want to get because of staff limitation either by CI or by SIPA.

Gregg Rippy said that they continue to get those sales calls. One of the recent successes was finalizing the EGE with Jefferson County. CI is within their resources and not really asking for more work. Right now there is a good balance of our capabilities with CI and SIPA. Gregg Rippy said that SIPA is going to recreate the Road Show that he did last year. They went to 10 different locations and it is time to do this again. This time, they are going to talk to the policy makers and County Commissioners, where last time they spoke with the IT experts in the Counties.

Chairman Cadman stated that if the Board thinks of any global items that they would like to talk about at the Board Retreat, to please email them to Gregg Rippy or Kathy Gappinger and they ensure that it is on the agenda.

Mike Locatis arrived.

Discussion:

III. New Business

A. Executive's Directors Update, Gregg Rippy

SIPA/CI Glenwood Springs Retreat

Gregg Rippy reported that last month he held a retreat with Kathy Gappinger, Dan Morrison, and the Project Managers and Web Developers from CI. They had a very structured agenda. They had a read out of every project that CI is undertaking. They asked questions like what could SIPA do better, and what could CI do better. Not a huge surprise, but communication was one of the areas to improve. They all had a very good discussion about where everyone would like to see the Portal in 2-5 years. He said that it was very exciting to hear staff from CI. It became obvious that it is not just a job for them, and they are really invested on what this can do for Colorado citizens. This was the best meeting of that type he has participated in. He will also follow up with the Technical staff in the next couple months.

Board Retreat

Gregg Rippy believes that they can have the same outcome of the SIPA/CI Retreat at the Board Retreat in November. Gregg said the Board should secure a date for this retreat, which will be held in Castle Rock, thanks to Jack Arrowsmith. The retreat will occur in the morning, followed by the SIPA Board Meeting in the afternoon.

Discussion:

Rico Munn asked if they could meet on November 1st, the regular SIPA Board day.

Richard Westfall, Hale Freisen, LLP, stated that the Board could set the meeting in Castle Rock. There is one more meeting in October in the meantime, and they can adjust the bylaws then if needed.

Jack Arrowsmith stated that the location does not have the ability to broadcast.

Richard Westfall said that as long as the Board complies with the Open Meetings Law.

Chairman Cadman said that the meeting would be on November 1st in the town of Louviers.

Bylaws

Gregg Rippey said that one of the requests from the Chairman is to have an ad hoc By Laws Committee to review the bylaws and see if any changes need to be made. It would just be a couple of Board Members that would meet with Gregg Rippey and Richard Westfall. Richard Westfall believes there are a couple of points that need special attention.

B. Colorado Interactive GM Report - Dan Morrison, CI General Manager

Gregg Rippey stated that they would also do a short presentation of a particular project that they are working on as a part of the GM Report.

Business Portal

Dan Morrison reported that he has been working a lot with Jill Weisbrod from North Highland and he is going to all the meetings. This is good, because he has built a Business Portal in Hawaii and can answer many questions. They met with 5 Executive Directors and key staff members. There has been a 100% buy in so far.

New CI Staff

Dan Morrison stated that CI has finished the staffing plan and are now up to 20 employees. Half are on the technical team and the other half are project managers.

Launched Applications

Dan Morrison reported that they launched the Governor's constituent services application. This allows the public to select from 14 different communication newsletters. Can see a screen shot on page 3. The backend provides communication to the Governor's staff. They are very excited that this is launched.

Cyber Trust Certification

Dan Morrison reported that he received some late breaking news that the Colorado.gov Portal has achieved a Cyber Trust Certification. This was retained from corporate, and Colorado was asked to be in the 1st group of six. This certification is really good for the Portal. Almost every aspect of the Portal's security set up, like the hardening of firewalls and even inner office security measures like issuing badges to guests, etc. were reviewed. They are very proud of this certification and citizens will now see that logo on Colorado.gov to indicate to the public that they have achieved this milestone.

Content Management System (CMS)

Dan Morrison stated that CMS continues to be a priority and very active part of operation for CI. Thirteen employees were trained for the month of August from DOR, CCC, CDHS, the Governor's Office, and internal training for CI. Scott Galvin, is not fully trained and teaching the CSM classes.

Discussion:

Senator May asked if the training is done one on one or in a group.

Dan Morrison said that there is a training room that can accommodate 5 employees.

Development Queue

Dan Morrison referred to page 5 and 6 for the project timelines. The excitement is with the potential applications. They are having discussions with the partners. A project queue of about 50 projects is pretty healthy, which is why they added 5 new project managers. As they go forward, these projects in discussion will move to the active project queue.

Discussion:

Senator May stated that it looks like there is a back up in development and not marketing.

Gregg Rippy replied that it mostly depends on the agency readiness. Many of the tasks on the queue give a view on what the efforts are at an enterprise level.

Dan Morrison said that looking as a GM, to what extent to they need to look for projects and how many are coming to them. CI has crossed a threshold right now and the projects are coming to them. Half of the projects in the queue right now are probably going to be revenue generating. There is plenty of work to do. Gregg Rippy and Dan Morrison sometimes tag team and some times separately get out there to the agencies, counties, etc.

Sex Offender Application Presentation

Dan Morrison said that the Sex Offender Database is a great project for the Portal . It is a free service to the public. Sara Bell will give a short presentation and how they will use the Google maps service and the public can get a geographical representation of where the sex offenders are. They had a meeting with DPS last week, and Sara Bell did a great job of requesting what features the Colorado application should have after researching other states.

Sara Bell, Project Manager for CI began with showing a screen shot of the current DPS site. The citizen can search by street name, city, county, and zip code. And it will bring it up in a list, as there is no mapping right now. This also only shows Level 3 and 4 offenders. The counties provide information for lower levels, which does not currently go to the state site.

Sara Bell reported that they researched many other states that have a Sex Offender Mapping Application. NIC has done this mapping application for Arkansas, Montana, Hawaii, Maine, and Indiana. There is a feature where you can click to show schools and daycare facilities to see how close the sex offenders are.

There are many problems with Arkansas' site. The map is huge and all the icons are the same. If a citizen would like more info on this individual, they would have to go back. Oregon puts both the list and the map on the same screen. CI will make their app more simple and easy to read, along with using different icons for different types of offenders.

Google maps have a free application using API. They take the data and populate it. People can search by address, city, or county. The information will be dynamic, as the map pulls up and the citizen can pan to other areas, it will be automatically updated. There will be an information window with a photo. From that window they can click to get more info so that they do not have to go back to the beginning.

Dan Morrison stated that now that they know how to use the API, once this application is complete, it could be used for other potential mapping projects, for example, drivers license locations or where to get hunting licenses. This is a great example of a Portal project because the costs are only for time and effort and it can be reused. It is great for the public and shows real time from DPS. This will fulfill the public service commitment.

Sara Bell said that the database is updated daily and the results will be on immediately. She met with DPS on Friday and will get the Work Order signed this week. Once the WO is complete, it will be a very fast moving project.

The developers already have the API working. The slowest part is getting the WO signed. This is a very quick application since they are all on the same data center.

Discussion:

Gregg Rippy state that he and Dan Morrison looked at what Douglas County had and asked Jack Arrowsmith how does all the information flow.

Jack Arrowsmith said that he could not answer that. It was integrated for the police districts for Douglas County. In the past Parker would not talk to Castle Rock, and so forth. So that as a sex offender would move from one place to the next, he or she would be "lost". There are two pieces to the application that Douglas County built.

The first is citizen facing to search for registered sex offenders. And the second is an inward facing piece to the law enforcement so that they can update that information.

Gregg Rippey said that Douglas County has an awesome application, but this application for Colorado.gov will not have the part for the police department.

Gerald Marroney asked if they have talked about crosschecking with child care facilities to make sure that there are not any registered sex offenders working there.

Gregg Rippey said that they are working on Ron Ozga on a childcare look up application. He does not know about the interface, and that might be important to them. Facilities are licensed, not the individuals that work there. He asked Aaron Boyd that if they can have the childcare look up work with the sex offender application.

Senator May said that he would like to compliment Dan Morrison on his GM Report. It is very easy to read and this is the best one yet.

Discussion:

Senator May said that he is very excited about OVRR. He discussed with his County Clerk and about 4% a month of renewals are done online now. He used the application and it went very smooth. He was worried that he did not get charged when he did not see it on his credit statement. However, it was one a different credit card and he was charged.

Gregg Rippey said that he appreciates Senator May concern and CI was able to go back and find the exact date and amount. This was very painless for them to find all that out.

Don Mares was concerned that the citizen would not know whom to contact if they run into the same problem.

Dan Morrison said that most of the calls that they receive are when the statement comes to the house, and the citizen does not recognize the charge from Colorado.gov. But there is a phone number listed on the statement to call for any questions.

Senator May said that so far it is working well and it is reducing lines at the County registration offices.

Portal Metrics

Dan Morrison reported that the OVRR service continues to strive and doing about 16,000 renewals per month. Two counties were added to the list (Mesa and Logan counties). The next 5 that are anticipated to launch are Grand, Weld, Eagle, Gilpin, and Adams.

On page 8, Live Help has a steady increase. CI has 2 full time customer service staff members and Librarians complete the process during after hours support.

Page 9 shows usage. Every year there is more access. They don't understand why there is a cyclical pattern, but there is somewhere between 2-2.5 million visitors each month.

Gerald Marroney asked about the location of page views in the month.

Dan Morrison responded that they do map it at the application level and even within the application. This is important because for example, while working with DOR, they use the DOR frequency of access to help decide which pages are viewed the most, and therefore move those pages first to CMS.

Gregg Rippey asked if agencies use this data to figure out if they are meeting expectations.

Dan Morrison said that they have never asked for web statistics, but they do have them available.

Financials

Dan Morrison reported that CI continues to grow and is stable. Overall, operating expenses are stable, by looking at the income statement. Compare those numbers across for May, June, and July and look for growth in the income and stability for expenses. Cost of revenues will vary from month to month. It is a due to the banking fees. For example, in June there was a huge number that paid by credit card and the banks work in a one-month lag. Overall, it is a very good picture.

Discussion:

Gerald Marroney requested for breakdown to indicate whether an application is or is not revenue generating.

ACTION ITEM: Add column in bar chart to indicate whether applications generate revenue to the GM report. (Dan Morrison)

Other Business/Additional Discussion

Senator May asked if they are seeing a “turf protection” with CMS.

Dan Morrison said not necessarily, but some agencies already have systems that they use and hopefully CI will work with them more.

Senator May said that he had a good conversation with the people at Legislative council and SIPA will probably be hearing from them soon.

Gregg Rippy said that they are talking more with Todd Olsen and Mike Locatis about migration. It is better start planning on how to migrate all of this now rather than later when it is a crisis. In regards to “turf protection”, Gregg Rippy has never seen this collaboration that he sees now and that is thanks to Mike Locatis.

Gerald Marroney said that since Ron Ozga is in the room, he would like to acknowledge him publicly. To brag about CGIS, Ron Ozga’s great help and leadership has created FamGIS, which is a family info system that give judges info directly from case workers such as length of time they have been out of the home, how many case workers, etc. Ron and his staff did a phenomenal job. They presented to all the Chief Justices. He just wanted to commend him on the interagency collaboration and looking to take it forward.

Gregg Rippy said they do now have Senator Ron May SIPA business cards for him. If anyone else is interested in business cards, please contact Gregg Rippy.

IV. Agenda Items for Next Meeting

None specific

Next meeting is scheduled for:

Thursday, October 4th, 2007

1:30 p.m. – 4:00 p.m.

Secretary of State’s Office

1700 Broadway

Blue Spruce Conference Room, 2nd Floor

Denver, CO

V. Adjournment

The meeting adjourned at 3:31 PM.

Transcribed by Kathy Gappinger
Executive Assistant
Statewide Internet Portal Authority